



TRICARE
MANAGEMENT
ACTIVITY

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS
SKYLINE FIVE, SUITE 810, 5111 LEESBURG PIKE
FALLS CHURCH, VIRGINIA 22041-3206

December 1, 1999

MEMORANDUM FOR DEPUTY SURGEON GENERAL, U.S. ARMY
DEPUTY SURGEON GENERAL, U.S. NAVY
DEPUTY SURGEON GENERAL, U.S. AIR FORCE

SUBJECT: After Hours Access to Military Treatment Facility Primary Care Managers

This memorandum requests your action and input regarding the status of 24-hour, 7-day per week access to Military Treatment Facility (MTF) Primary Care Managers (PCMs) after duty hours for your respective MTFs.

Implementation of the revised Supplemental Health Care Program (SHCP) on October 1, 1999 and the related establishment of the joint service Military Medical Support Office (MMSO) has increased visibility of Active Duty Service Members' (ADSMs) after-hours care and their ability to contact their PCMs when away from their enrollment location. Department of Defense policy 97-028, dated 7 Feb 97, required that all MTFs provide their enrollees with a means to access their PCM (or a provider) after duty hours.

Since the revised SHCP was implemented on October 1, 1999, the MMSO has received a significant number of phone calls often requesting civilian care authorizations from ADSMs enrolled to MTFs. The MMSO is responding to these calls and providing direction for care. The high utilization rate of calls to MMSO indicates that the ADSMs either do not have a place to call after duty hours or are unaware of whom to call.

Request you provide this office with a review of the after-hours policies in place at each of your MTFs. I also ask that you collect this information using the attached sheet. Please indicate on the sheet if an MTF has not yet implemented an after-hours procedure. I will also forward an electronic version of this sheet to your action officers.

Please submit your consolidated listing to this office by December 19, 1999. My point of contact for this initiative is LT Michael Reagan, (703) 681-1752.

Thomas F. Carrato, RADM, USPHS
Chief Operating Officer

Attachment:
As Stated

cc:
Lead Agents
MMSO

MILITARY TREATMENT FACILITY (MTF)
AFTER HOURS PCM ACCESS FOR ADSM ENROLLEES
INSTRUCTIONS FOR COMPLETION

MTF: Self-Explanatory

DMIS ID: Self-Explanatory

Region: Self-Explanatory

Normal M-F Operating Hours: Self-Explanatory

Extended Hours: This should identify “extended hours” times in which providers are available on an appointment basis. This should not, however, include the availability of the Emergency Room as an after-hours access point.

After Hours PCM Access: Please use one of the two-letter abbreviations listed below to describe how ADSMs may contact their PCMs after clinic hours.

- PC** **Pager/Cell Phone.** A rotating military provider has a pager or cell phone which any Prime enrollee (to include ADSMs) may call to speak with a provider.
- AS** **Answering Service.** The MTF has a contracted answering service that contacts the provider and the patient’s call is returned by a MTF provider.
- CO** **Contractor Support.** The MTF (or region) arranges after-hours service thru the managed care support contractor.
- ER** **Emergency Room.** The MTF instructs its ADSMs to either call or come to the MTF (or civilian) Emergency Room for after hours needs.
- NO** **None.** The MTF has no procedures in place for ADSMs to contact their PCM or otherwise speak with a medical provider after duty hours.
- OT** **Other.** Describe in the box to the right.

How is this information communicated to the ADSM?

Please include a short note to describe how ADSMs are advised of the after-hours procedures. Possibilities may include: Local cards, regional cards, fact sheets/flyers, or briefings.

Service (circle one): USA USN USAF USCG

[illegible]